

Language Dependency among Hispanic and Asian Customers

| | <u>Hispanic</u> | | | <u>Chinese</u> | | | <u>Korean</u> | | | <u>Vietnamese</u> | | |
|---------------------------|-----------------|------------|-----------|----------------|------------|-----------|---------------|------------|-----------|-------------------|------------|-----------|
| | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| <i>% Interviewed in —</i> | | | | | | | | | | | | |
| English | 51 | 62 | 47 | 41 | 44 | 39 | 6 | 9 | 2 | 4 | 5 | 3 |
| Native language (a) | 49 | 38 | 53 | 58 | 56 | 60 | 94 | 91 | 98 | 96 | 96 | 97 |
| Base | (766) | (354) | (412) | (317) | (156) | (161) | (306) | (154) | (152) | (308) | (156) | (152) |

(a) Hereinafter referred to as "language dependent" (LD)

Source: Table 172

Field Research Corporation

Language Dependency among Hispanic and Asian Customers

Table 1 3

The questionnaires were translated into Spanish, Chinese, Korean and Vietnamese. In each case, bilingual interviewers were available to conduct the interview in English or the respondent's native language, whichever the respondent preferred.

The table opposite shows the percentages of Hispanics and Asians who preferred to be interviewed in their native language. They are, hereinafter, referred to as "language dependent" customers, i.e. prefer their native language when given a preference. As shall be noted in subsequent discussions, some of these language dependent customers, especially Chinese and Vietnamese, feel "comfortable" speaking English; nevertheless, they indicated a preference for their native language in the interview situation and are, therefore, analyzed as part of a "language dependent" group.

Highlights

Hispanic and Chinese customers often prefer to be interviewed in their native language: 49% of Hispanics and 58% of Chinese. Pacific Bell Hispanics are more likely than GTE Hispanics to prefer Spanish: 53% vs. 38%.

Almost all of the Korean and Vietnamese customers chose to be interviewed in their native language.

Comfort with English Language

• Among Language Dependent Customers

| | Hispanic LD | | | Chinese LD | | | Korean LD | | | Vietnamese LD | | |
|----------------|-------------|------------|-----------|------------|------------|-----------|------------|------------|-----------|---------------|------------|-----------|
| | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| % of customers | 9 | 9 | 9 | (a) | | | (a) | | | (a) | | |

When speaking English, feel —

| | | | | | | | | | | | | |
|------------------------|-------|-------|-------|-------|------|------|-------|-------|-------|-------|-------|-------|
| Very uncomfortable | 37 | 37 | 37 | 22 | 12 | 30 | 10 | 11 | 9 | 24 | 22 | 26 |
| Somewhat uncomfortable | 36 | 38 | 36 | 22 | 16 | 27 | 47 | 40 | 53 | 15 | 11 | 18 |
| Somewhat comfortable | 15 | 19 | 14 | 26 | 26 | 26 | 28 | 31 | 26 | 25 | 26 | 25 |
| Very comfortable | 11 | 6 | 13 | 30 | 46 | 16 | 15 | 17 | 12 | 36 | 40 | 31 |
| Not reported | - | - | - | - | - | - | * | 1 | - | * | 1 | - |
| Base | (444) | (180) | (264) | (186) | (87) | (99) | (289) | (140) | (149) | (296) | (149) | (147) |

Projected to total —

| | | | |
|------------------------|---|---|---|
| Very uncomfortable | 3 | 3 | 3 |
| Somewhat uncomfortable | 3 | 3 | 3 |
| Somewhat comfortable | 1 | 2 | 1 |
| Very comfortable | 1 | 1 | 1 |

(a) The three Asian groups (Chinese, Korean, and Vietnamese) represent a very small percentage of the total customer base

* Less than 0.5%

Source: Q.905

Field Research Corporation

Comfort with English Language

Table 1.4

All those interviewed in Spanish or an Asian language were asked how comfortable they feel when speaking English.

Responses are shown opposite.

Highlights

Most LD Hispanics express some level of discomfort when speaking English; only 11% say they are "very comfortable" doing so.

LD Chinese as a group do not have the same degree of difficulty with English as LD Hispanics: 30% of the LD Chinese say they are "very comfortable" speaking English. Still, most are not entirely comfortable with English.

LD Koreans also express discomfort speaking English. Although not as many say they are "very uncomfortable" (10%), close to half say they are "somewhat uncomfortable" speaking English (47%). Only 15% say they are "very comfortable" with English.

LD Vietnamese are more like LD Chinese: 36% say they are "very comfortable" speaking English. Still, most are not entirely comfortable with English.

Use of English/Language among Hispanic and Asian Customers

| | <u>Hispanic</u> | | | <u>Chinese</u> | | | <u>Korean</u> | | | <u>Vietnamese</u> | | |
|--------------------------------|-----------------|------------|-----------|----------------|------------|-----------|---------------|------------|-----------|-------------------|------------|-----------|
| | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| <i>At home, speak —</i> | | | | | | | | | | | | |
| English only | 14 | 16 | 13 | 10 | 10 | 9 | 1 | 2 | - | * | 1 | - |
| Both English and (language) | 62 | 68 | 60 | 64 | 72 | 56 | 73 | 77 | 70 | 51 | 53 | 49 |
| English most | 25 | 38 | 20 | 18 | 24 | 12 | 9 | 10 | 7 | 3 | 1 | 5 |
| Language most | 37 | 30 | 39 | 40 | 42 | 39 | 61 | 60 | 61 | 42 | 46 | 38 |
| Neither/not reported | - | - | - | 6 | 6 | 5 | 3 | 7 | 2 | 6 | 6 | 6 |
| Language only | 25 | 16 | 28 | 26 | 17 | 35 | 26 | 21 | 30 | 48 | 46 | 51 |
| <i>Use at home (recap)</i> | | | | | | | | | | | | |
| English (total) | 75 | 84 | 72 | 74 | 83 | 65 | 74 | 79 | 70 | 52 | 54 | 49 |
| Language (total) | 87 | 84 | 87 | 90 | 90 | 91 | 99 | 98 | 100 | 100 | 99 | 100 |
| <i>Use of English (recap)</i> | | | | | | | | | | | | |
| Use only/most | 38 | 54 | 33 | 27 | 34 | 21 | 10 | 12 | 7 | 4 | 2 | 5 |
| Use both, but language most | 37 | 30 | 40 | 40 | 42 | 39 | 61 | 60 | 61 | 42 | 46 | 38 |
| Use language only (no English) | 25 | 16 | 28 | 26 | 17 | 35 | 26 | 21 | 30 | 48 | 46 | 51 |
| Base | (766) | (354) | (412) | (317) | (156) | (161) | (306) | (154) | (152) | (308) | (156) | (152) |

* Less than 0.5%

Source: Q.901, 902, 903(NC)

Field Research Corporation

Use of English/Language among Hispanic and Asian Customers

Table 1.5

The table opposite provides considerable detail about the languages spoken at home among Hispanic and Asian customers.

Highlights

Hispanics: 38% of Hispanics speak English only or most at home; this leaves 62% who rely more on Spanish -- 25% use only Spanish and another 37% use both English and Spanish but use Spanish most.

Chinese: 27% of Chinese speak English only or most at home; 66% rely more on Chinese -- 26% use only Chinese and another 40% use both English and Chinese but use Chinese most.

Koreans: Only 10% of Koreans speak English only or most at home; 26% use Korean only, and 61% use some English but rely more on Korean.

Vietnamese: Vietnamese are the most dependent on their native language: just 4% use English only or most at home; 90% rely mostly on Vietnamese at home: 48% use only Vietnamese at home and 42% use some English but rely more on Vietnamese.

By company: These general patterns are similar for both companies' Hispanic and Asian customers. GTE's Hispanic customers are, however, less dependent on Spanish than Pacific Bell's, e.g. 54% of GTE Hispanics use English only or most at home compared to 33% for Pacific Bell. Similarly, GTE's Chinese customers are somewhat less dependent on Chinese than are Pacific Bell's: 34% speak English only or most at home compared to 21% for Pacific Bell.

Language Preference for Calling Phone Company

• Among Hispanic and Asian Customers

| | Hispanic | | | Chinese | | | Korean | | | Vietnamese | | |
|-----------------------------------|------------|------------|-----------|------------------|------------|-----------|------------------|------------|-----------|------------------|------------|-----------|
| | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| % of customers | 19 | 23 | 18 | 2 ^(b) | 1 | 2 | * ^(b) | * | * | 1 ^(b) | * | 1 |
| % of group speak language at home | 87 | 84 | 87 | 90 | 90 | 91 | 99 | 98 | 100 | 100 | 99 | 100 |
| Base | (766) | (354) | (412) | (317) | (156) | (161) | (306) | (154) | (152) | (308) | (156) | (152) |

Among those who speak language at home —

When call phone co., prefer

| | | | | | | | | | | | | |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Language | 55 | 44 | 58 | 40 | 26 | 52 | 66 | 58 | 73 | 48 | 47 | 49 |
| English | 26 | 37 | 22 | 33 | 40 | 26 | 10 | 10 | 9 | 11 | 10 | 13 |
| No preference | 17 | 18 | 17 | 26 | 31 | 21 | 23 | 31 | 16 | 38 | 40 | 36 |
| Not reported | 3 | 1 | 3 | - | - | - | * | 1 | - | 1 | - | 3 |
| Base | (695) | (318) | (377) | (286) | (140) | (146) | (303) | (151) | (152) | (307) | (155) | (152) |

Projected to group total —

| | | | | | | | | | | | | |
|--------------------|----|----|----|----|----|----|----|----|----|----|----|----|
| Prefer Language | 48 | 37 | 50 | 36 | 23 | 47 | 65 | 57 | 73 | 48 | 47 | 49 |
| Prefer English (a) | 36 | 47 | 32 | 40 | 46 | 33 | 11 | 12 | 9 | 11 | 11 | 13 |
| No preference | 15 | 15 | 15 | 23 | 28 | 19 | 23 | 30 | 16 | 38 | 40 | 36 |

(a) Includes those who do not speak language at home

(b) The three Asian groups (Chinese, Korean, and Vietnamese) represent a very small percentage of the total customer base

* Less than 0.5%

Source: Q.902, 904

Field Research Corporation

Language Preference for Calling Phone Company

Table 1.6

All those who speak Spanish or one of the Asian languages at home were asked which language they prefer when calling the telephone company.

Highlights

Hispanics: Of the 87% of Hispanics who speak Spanish at home, over half (55%) say they prefer Spanish when calling the phone company -- about one in four prefers English, while 17% say they have no preference. Projected to total Hispanics, 48% prefer Spanish, 36% prefer English and 15% have no preference when calling the phone company.

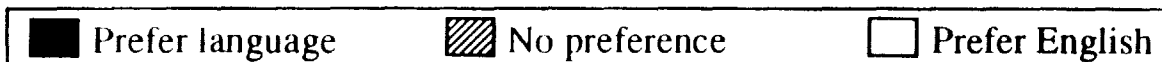
Chinese: Similar to Hispanics, nine in ten Chinese speak a Chinese dialect at home. Of these, fewer (40%) prefer their native language when calling the phone company -- a third prefer English (33%) and about one in four (26%) has no preference.

Koreans: Virtually all Koreans speak their native language at home. Preference for use of their native language when calling the phone company is highest in this group -- 66%. Only 10% prefer English when calling the phone company and 23% say they have no preference.

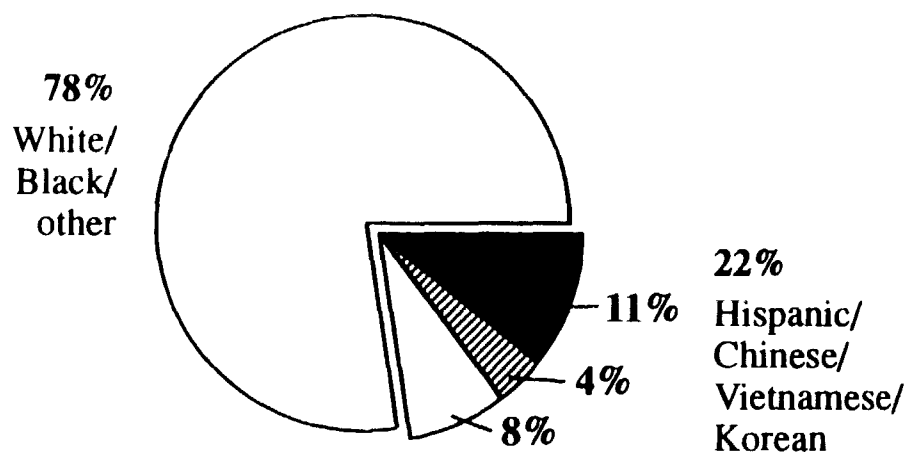
Vietnamese: Similar to the Korean group, virtually all Vietnamese speak their native language at home. However, while slightly less than half prefer to call the phone company in their native language, almost two in five (38%) say they have no preference. Only about one in ten says he/she prefers English.

By company: Among Hispanic, Korean and especially Chinese customers who speak their native language at home, preference for their native language when calling the phone company is higher among Pacific Bell customers than GTE customers. Twice as many of Pacific Bell's Chinese customers who speak Chinese at home prefer their native language (52%) as compared with GTE (26%). No differences are noted between the Vietnamese groups.

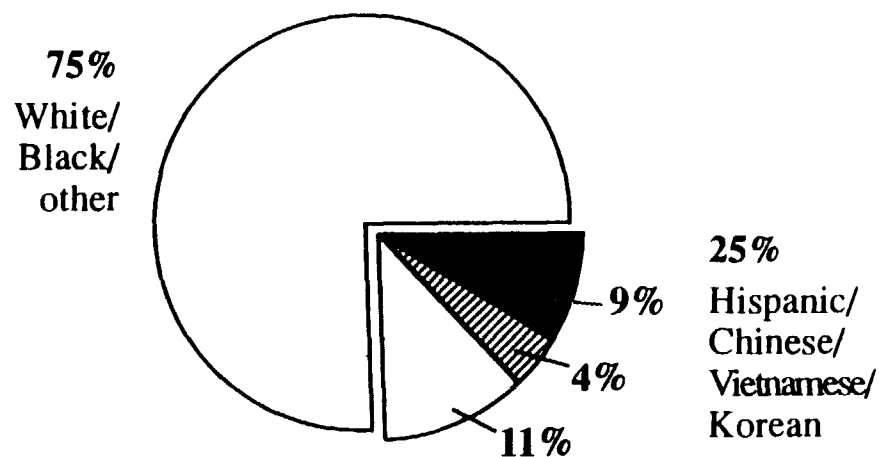
Language Preference for Calling Phone Company



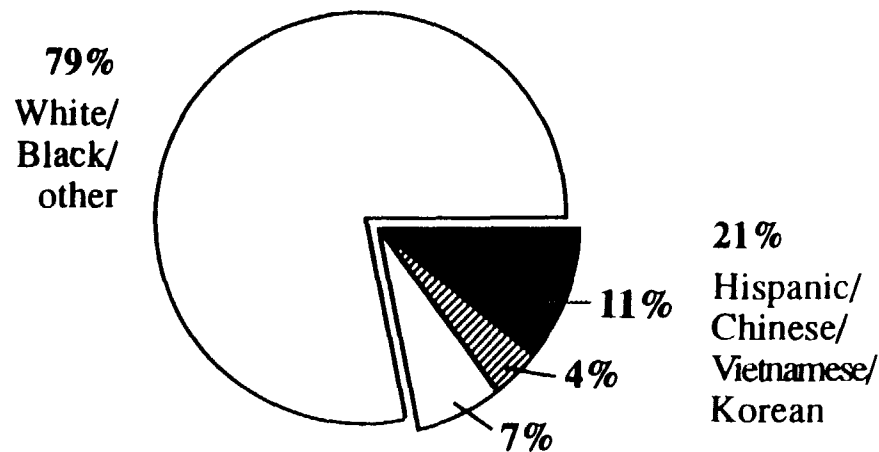
Total (GTE & PB combined) (n=2623)



GTE (n=1297)



Pacific Bell (n=1326)



* Less than 0.5%

Source: Table 1.6, Q.922

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Language Preference for Calling Phone Company

Table 1.7

The chart opposite shows the language preference for ALL residential customers when calling the telephone company. In this portrayal of the data, Whites and Blacks are assumed to prefer English.

The purpose of this particular display of the data is to put the language needs of the various ethnic groups into a different perspective, i.e. viewing this as a "total demand" on the system.

Highlights

As shown opposite, roughly 11% of total residential customers prefer a language other than English when calling the phone company. This translates to about 9% of GTE's residential customer base and about 11% of Pacific Bell's residential customer base in total.

Awareness that Phone Company Has Spanish/Asian Speaking Reps

| | <u>Total</u> | <u>GTE</u> | <u>PB</u> | <u>White</u> | <u>Hisp</u> | <u>Black</u> | <u>Asian</u> | | | | <u>Low inc</u> |
|--|--------------|------------|-----------|--------------|-------------|--------------|--------------|-------------|------------|-------------|----------------|
| | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>Tot</u> | <u>Chin</u> | <u>Kor</u> | <u>Viet</u> | <u>senior</u> |
| | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> |
| <i>% Aware that phone co. has reps who speak —</i> | | | | | | | | | | | |
| Spanish | 65 | 66 | 65 | 61 | 89 | 63 | 44 | 36 | 58 | 38 | 49 |
| Chinese | 22 | 16 | 23 | 21 | 23 | 19 | 47 | 57 | 43 | 41 | 19 |
| Korean | 18 | 14 | 19 | 18 | 20 | 21 | 35 | 16 | 66 | 24 | 18 |
| Vietnamese | 20 | 15 | 21 | 19 | 20 | 20 | 40 | 16 | 35 | 71 | 16 |
| Base | (2623) | (1297) | (1326) | (1278) | (766) | (375) | (931) | (317) | (306) | (308) | (428) |

Awareness that Phone Company Has Spanish/Asian Speaking Reps

Table 1.8

All customers were asked if they were aware the phone company has service representatives who speak Spanish, Chinese, Korean and Vietnamese.

Responses are shown opposite.

NOTE: The following page shows these data for the relevant groups, by company.

Highlights

Among all customers, 65 % are aware the phone company has representatives who speak Spanish. Far fewer are aware the phone company has representatives who speak Chinese (22 %), Korean (18 %) or Vietnamese (20 %).

Awareness of Spanish speaking representatives among all customers is the same for GTB and Pacific Bell, but there is higher awareness that Pacific Bell has Chinese, Korean and/or Vietnamese speaking representatives than that GTB does.

Among Hispanics there is very high awareness that the phone company has representatives who speak Spanish: 89 % aware.

71 % of Vietnamese customers are aware the phone company has Vietnamese speaking representatives. 66 % of Korean customers are aware the phone company has Korean speaking representatives, and 57 % of Chinese customers are aware the phone company has Chinese speaking representatives.

Awareness that Phone Company Has Spanish/Asian Speaking Reps

| | Hispanic | | | Chinese | | | Korean | | | Vietnamese | | |
|------------------------|------------|------------|-----------|------------|------------|-----------|------------|------------|-----------|------------|------------|-----------|
| | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> | <u>Tot</u> | <u>GTE</u> | <u>PB</u> |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| Total Customers | | | | | | | | | | | | |
| Aware | 89 | 84 | 91 | 57 | 44 | 71 | 66 | 48 | 84 | 71 | 60 | 82 |
| Not aware | 1 | 1 | 2 | 8 | 9 | 8 | 15 | 24 | 6 | 11 | 15 | 7 |
| Don't know | 10 | 15 | 8 | 34 | 47 | 22 | 19 | 28 | 10 | 18 | 25 | 11 |
| Base | (766) | (354) | (412) | (317) | (156) | (161) | (306) | (154) | (152) | (308) | (156) | (152) |

| | | | | | | | | | | | | |
|-------------------------------------|-------|-------|-------|-------|------|------|-------|-------|-------|-------|-------|-------|
| Language Dependent Customers | | | | | | | | | | | | |
| Aware | 97 | 96 | 98 | 61 | 45 | 75 | 66 | 47 | 84 | 72 | 62 | 82 |
| Not aware | 2 | 1 | 2 | 7 | 9 | 5 | 15 | 25 | 6 | 11 | 15 | 8 |
| Don't know | 1 | 3 | 1 | 32 | 46 | 20 | 19 | 28 | 10 | 17 | 24 | 11 |
| Base | (444) | (180) | (264) | (186) | (87) | (99) | (289) | (140) | (149) | (296) | (149) | (147) |

Awareness that Phone Company Has Spanish/Asian Speaking Reps

Table 1.9

All customers were asked if they thought the telephone company has Spanish, Chinese, Korean and/or Vietnamese speaking service representatives.

Responses are shown opposite.

Highlights

Looking at the language dependent customers opposite (bottom half of table). The large majority of language dependent Hispanic customers (97%) are aware the telephone company has service representatives who speak Spanish.

While the majority of language dependent Chinese, Korean and Vietnamese customers are aware the telephone company has service representatives who speak their language (61%, 66%, 72% respectively), there are many who are not aware of this, and awareness is considerably lower than among Hispanic customers.

By company: While 84% of GTE's Hispanic customers are aware that the phone company has representatives who speak Spanish, only 44% - 60% in each of the Asian groups say they are aware the phone company has representatives who speak their language.

Awareness is higher among the Pacific Bell customer groups, with 91% of Hispanics and 71% - 84% of Asian customers saying they are aware Pacific Bell has representatives who speak their language.

Where Born, Length of Residence in U.S.

| | <u>Hispanic</u> | | | <u>Chinese</u> | | | <u>Korean</u> | | | <u>Vietnamese</u> | | |
|-------------------|-----------------|-----------|------------|----------------|-----------|------------|---------------|-----------|------------|-------------------|-----------|------------|
| | <u>Tot</u> | <u>LD</u> | <u>NLD</u> | <u>Tot</u> | <u>LD</u> | <u>NLD</u> | <u>Tot</u> | <u>LD</u> | <u>NLD</u> | <u>Tot</u> | <u>LD</u> | <u>NLD</u> |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| Born outside U.S. | 61 | 94 | 29 | 86 | 98 | 68 | 99 | 100 | 77 | 99 | 99 | 92 |
| Lived in U.S. — | | | | | | | | | | | | |
| 2 yrs or less | 1 | 2 | - | 6 | 9 | 2 | 7 | 7 | 6 | 9 | 9 | - |
| 3-5 yrs | 6 | 12 | 1 | 11 | 16 | 5 | 12 | 13 | - | 10 | 11 | - |
| 6-9 yrs | 12 | 22 | 1 | 13 | 16 | 9 | 17 | 18 | - | 15 | 15 | 8 |
| 10 or more yrs | 42 | 58 | 27 | 54 | 57 | 50 | 62 | 62 | 71 | 63 | 63 | 75 |
| Born in U.S. | 39 | 6 | 71 | 14 | 1 | 32 | 1 | - | 18 | * | * | - |
| Base | (766) | (444) | (322) | (317) | (186) | (131) | (306) | (289) | (17) | (308) | (296) | (12) |

* Less than 0.5%

Source: Q.907, 908(C)

Field Research Corporation

Where Born, Length of Residence in U.S.

Table 1 10

All customers were asked where they were born and how long they have lived in the United States.

The table opposite shows responses among Hispanic, Chinese, Korean and Vietnamese customers. The next page puts these responses into perspective by including Blacks and Whites as well (virtually all of whom were born in the United States). The next page also shows the data in total, by company and by the low income senior group.

Highlights

Hispanics: 61 % of Hispanics in total were born outside the U.S. 54% of Hispanics in total say they have lived in the U.S. more than 5 years.

Chinese: 86% of the Chinese customers were born outside the U.S. 67% have lived in the U.S. more than 5 years.

Koreans and Vietnamese: Virtually all of the Korean and Vietnamese customers were born outside the U.S. Most have lived here more than 5 years.

Recency of arrival in U.S.: Looking at the data another way, one sees that the majority of these ethnic customers have been in the United States more than 5 years, but there are some customers who could be classified as recent arrivals, i.e. in the U.S. less than 5 years. 14% of LD Hispanics, 25% of LD Chinese, 20% of LD Koreans and 20% of LD Vietnamese have been in the U.S. less than 5 years.

Where Born, Length of Residence in U.S.

| | <u>Total</u> | <u>GTE</u> | <u>PB</u> | <u>White</u> | <u>Hisp</u> | <u>Black</u> | <u>Asian</u> | | | | <u>Low inc</u> |
|-------------------|--------------|------------|-----------|--------------|-------------|--------------|--------------|-------------|------------|-------------|----------------|
| | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>Tot</u> | <u>Chin</u> | <u>Kor</u> | <u>Viet</u> | <u>senior</u> |
| | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> | <u>%</u> |
| Born outside U.S. | 21 | 21 | 22 | 7 | 61 | 4 | 94 | 86 | 99 | 99 | 19 |
| Lived in U.S. — | | | | | | | | | | | |
| 2 yrs or less | 1 | * | 1 | * | 1 | - | 7 | 6 | 7 | 9 | 1 |
| 3-5 yrs | 3 | 2 | 3 | * | 6 | * | 11 | 11 | 12 | 10 | 2 |
| 6-9 yrs | 3 | 2 | 3 | * | 12 | * | 15 | 13 | 17 | 15 | 2 |
| 10 or more yrs | 15 | 15 | 15 | 6 | 42 | 4 | 60 | 54 | 62 | 63 | 15 |
| Born in U.S. | 78 | 79 | 78 | 93 | 39 | 96 | 5 | 14 | 1 | * | 81 |
| Base | (2623) | (1297) | (1326) | (1278) | (766) | (375) | (931) | (317) | (306) | (308) | (428) |

Where Born, Length of Residence in U.S.

Table 1.11

The chart opposite compares the various ethnic groups on their length of residency in the U.S. Also included on the table is the distribution of responses among those customers identified as "low income seniors", e.g., customers 60 years of age or older who qualify for Universal Lifeline Telephone Service.

Highlights

By ethnicity/race: As noted on the previous table, about three-fifths (61 %) of Hispanics, 86% of Chinese and virtually all Korean and Vietnamese customers surveyed were born outside the U.S., although over half in each group have lived here for more than five years. 7% of those who identify themselves as White and 4% of Black customers say they were born outside the U.S., with virtually all having resided here for 10 or more years.

By company: No differences are noted in the proportion of GTE and Pacific Bell customers born outside the U.S. nor in their length of residency here.

Low Income Seniors: Almost one in five (19%) low income seniors reports having been born outside the U.S., although most have lived here for over five years. Only 3% have lived here for five years or less.

Household Income

| | <u>Total</u> | <u>GTE</u> | <u>PB</u> | <u>White</u> | <u>Hisp.</u> | <u>Black</u> | <u>Asian</u> | | | | <u>Low inc</u> |
|--|--------------|------------|-----------|--------------|--------------|--------------|--------------|-------------|------------|-------------|----------------|
| | % | % | % | % | % | % | <u>Tot</u> | <u>Chin</u> | <u>Kor</u> | <u>Viet</u> | <u>senior</u> |
| | | | | | | | % | % | % | % | % |
| Household income — | | | | | | | | | | | |
| \$15,300 or less | 20 | 18 | 21 | 14 | 40 | 27 | 22 | 17 | 14 | 34 | 90 |
| \$15,301 - \$25,100 | 17 | 15 | 17 | 15 | 22 | 24 | 11 | 10 | 12 | 10 | 5 |
| Over \$25,100 | <u>53</u> | <u>56</u> | <u>53</u> | <u>62</u> | <u>31</u> | <u>38</u> | <u>49</u> | <u>61</u> | <u>53</u> | <u>34</u> | <u>2</u> |
| \$25,101 - \$50,000 | 29 | 28 | 29 | 32 | 21 | 28 | 25 | 27 | 29 | 20 | 1 |
| \$50,001 - or more | 21 | 23 | 20 | 26 | 9 | 10 | 18 | 27 | 15 | 11 | - |
| Refused/DK | 10 | 12 | 9 | 9 | 8 | 11 | 19 | 13 | 21 | 22 | 3 |
| # Persons contribute to that income | | | | | | | | | | | |
| One | 49 | 49 | 49 | 49 | 50 | 63 | 42 | 44 | 49 | 32 | 73 |
| Two or more | 48 | 48 | 49 | 49 | 50 | 36 | 43 | 45 | 44 | 40 | 23 |
| Base | (2623) | (1297) | (1326) | (1278) | (766) | (375) | (931) | (317) | (306) | (308) | (428) |

Household Income

Table 1.12

At the end of the interview, customers were asked their annual household income and how many persons contribute to that income.

Responses are shown opposite.

NOTE: Household income was used in conjunction with other data to determine eligibility for ULTS -- see page 35.

Highlights

20% of all residential customers say they have total household incomes of \$15,300 or less. One in six or so has household incomes between \$15,300 and \$25,100 leaving about half who have household incomes above \$25,100: 29% between \$25,100 and \$50,000 and 21% above \$50,000.

Slightly under half of all residential customers (48%) have two or more persons contributing to the household income.

By company: GTE customers report about the same annual household incomes, on average, as do Pacific Bell customers.

By ethnicity/race: White and Chinese customers most often report having incomes over \$25,100 (62% and 61% respectively). Over half (53%) of Koreans report an income over \$25,100. Hispanics and Vietnamese are much less likely to say their annual household income is over \$25,100: 31% and 34% respectively.

Low Income Seniors: By definition, ULTS qualified, the vast majority (90%) of low income seniors report incomes of \$15,300 or less.

Household Income (cont'd)

| | <u>Hispanic</u> | | <u>Asian</u> | | <u>Chinese</u> | | <u>Korean</u> | | <u>Vietnamese</u> | |
|--|-----------------|------------|--------------|------------|----------------|------------|---------------|------------|-------------------|------------|
| | <u>LD</u> | <u>NLD</u> | <u>LD</u> | <u>NLD</u> | <u>LD</u> | <u>NLD</u> | <u>LD</u> | <u>NLD</u> | <u>LD</u> | <u>NLD</u> |
| | % | % | % | % | % | % | % | % | % | % |
| Household income — | | | | | | | | | | |
| \$15,300 or less | 55 | 25 | 24 | 12 | 23 | 10 | 13 | 29 | 35 | 8 |
| \$15,301 - \$25,100 | 23 | 20 | 11 | 9 | 11 | 7 | 11 | 24 | 10 | 17 |
| Over \$25,100 | <u>13</u> | <u>48</u> | <u>45</u> | <u>69</u> | <u>52</u> | <u>73</u> | <u>54</u> | <u>41</u> | <u>32</u> | <u>67</u> |
| \$25,101 - \$50,000 | 12 | 29 | 25 | 24 | 29 | 23 | 30 | 6 | 18 | 58 |
| \$50,001 - or more | 1 | 16 | 14 | 34 | 19 | 37 | 15 | 24 | 11 | 8 |
| Refused/DK | 9 | 7 | 20 | 10 | 14 | 11 | 22 | 6 | 22 | 8 |
| # Persons contribute to that income | | | | | | | | | | |
| One | 52 | 47 | 41 | 48 | 43 | 46 | 48 | 65 | 31 | 50 |
| Two or more | 47 | 53 | 43 | 45 | 44 | 47 | 45 | 24 | 40 | 50 |
| Base | (444) | (322) | (771) | (160) | (186) | (131) | (289) | (17) | (296) | (12) |

Source: Q. 924, 926(C)

Field Research Corporation

Household Income (cont'd)

Table 1.13

The table opposite shows household income by language dependency.

Highlights

Hispanics: LD Hispanics have far lower household incomes than NLD Hispanics: 55% of LD Hispanics have household incomes of \$15,300 or less; only 13% have household incomes of \$25,100 or more.

Chinese: LD Chinese have lower household incomes than NLD Chinese although the difference is not so pronounced as among Hispanics: 52% of LD Chinese have incomes of more than \$25,100 as compared to 73% among NLD Chinese and only 13% of LD Hispanics.

NOTE: The large majority of Korean and Vietnamese customers are classified as language dependant (i.e. chose to be interviewed in their native language); thus, it is not possible to examine language dependency as a variable within each of these groups.

Household Size and Composition

| | <u>Total</u> | <u>GTE</u> | <u>PB</u> | <u>White</u> | <u>Hisp</u> | <u>Black</u> | <u>Asian</u> | | | | <u>Low inc</u> |
|------------------------------|--------------|------------|-----------|--------------|-------------|--------------|--------------|-------------|------------|-------------|----------------|
| | % | % | % | % | % | % | <u>Tot</u> | <u>Chin</u> | <u>Kor</u> | <u>Viet</u> | <u>senior</u> |
| | | | | | | | % | % | % | % | % |
| <i>Number this address —</i> | | | | | | | | | | | |
| One (single adult) | 19 | 18 | 19 | 23 | 9 | 23 | 7 | 8 | 10 | 2 | 58 |
| Two | 30 | 30 | 30 | 36 | 16 | 26 | 16 | 20 | 17 | 10 | 29 |
| Three | 17 | 17 | 17 | 17 | 14 | 19 | 20 | 21 | 23 | 16 | 4 |
| Four | 18 | 16 | 18 | 15 | 21 | 18 | 30 | 30 | 34 | 26 | 5 |
| 5 or more | 17 | 17 | 16 | 9 | 40 | 14 | 27 | 20 | 15 | 46 | 4 |
| Mean | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 5 | 2 |
| <i>Composition —</i> | | | | | | | | | | | |
| Adults only | 58 | 55 | 58 | 67 | 33 | 53 | 44 | 49 | 48 | 36 | 91 |
| Children (1 or more) | <u>42</u> | <u>45</u> | <u>42</u> | <u>33</u> | <u>67</u> | <u>47</u> | <u>56</u> | <u>51</u> | <u>52</u> | <u>64</u> | 9 |
| Teen | 18 | 19 | 17 | 11 | 34 | 21 | 24 | 21 | 20 | 31 | 5 |
| Child 6-12 | 22 | 22 | 21 | 17 | 34 | 25 | 25 | 21 | 26 | 29 | 3 |
| Child under 6 | 19 | 20 | 19 | 16 | 33 | 18 | 21 | 21 | 20 | 20 | 3 |
| Base | (2623) | (1297) | (1326) | (1278) | (766) | (375) | (931) | (317) | (306) | (308) | (428) |

Source Q 909, 910(C)

Field Research Corporation

Household Size and Composition

Table 1.14

Customers were asked how many persons reside at this address and how many are adults, teenagers, children 6 to 12 and children under 6.

Responses are shown opposite. (Readers interested in knowing the number of teenagers, children 6 to 12 and children under 6 can find those data in the detailed statistical tabulations delivered under separate cover.)

Highlights

Almost one in five residential customers is in a single adult household. Another 30% have just two persons at the address, leaving about half of all customers who have 3 or more persons at the address. 17% have 5 or more persons at the address. The mean number of persons at the address is 3.

More than half (58%) of the customers are in adult only households, 18% have teenagers, 22% have children 6 to 12 and 19% have children under 6.

By company: GTE and Pacific Bell customers are about the same with respect to numbers of persons living at the address (3 on average) and family composition: 55% and 58% respectively are adult only households.

By ethnicity/race: Hispanics, Chinese and Vietnamese customers are much more likely than White, Black or Korean customers to have at least several persons living at the address. Hispanics and Vietnamese are more likely than others to have children or teenagers in the household. Whites are notably more likely than others to be adult only households.

Low Income Seniors: Almost all (91%) low income senior households are adult only households (vs. 58% of total customers).

Household Size and Composition

| | <u>Hispanic</u> | | <u>Asian</u> | | <u>Chinese</u> | | <u>Korean</u> | | <u>Vietnamese</u> | |
|------------------------------|-----------------|------------|--------------|------------|----------------|------------|---------------|------------|-------------------|------------|
| | <u>LD</u> | <u>NLD</u> | <u>LD</u> | <u>NLD</u> | <u>LD</u> | <u>NLD</u> | <u>LD</u> | <u>NLD</u> | <u>LD</u> | <u>NLD</u> |
| | % | % | % | % | % | % | % | % | % | % |
| <i>Number this address —</i> | | | | | | | | | | |
| One (single adult) | 6 | 12 | 5 | 14 | 6 | 11 | 9 | 29 | 1 | 33 |
| Two | 9 | 23 | 14 | 25 | 14 | 29 | 17 | 12 | 10 | - |
| Three | 13 | 15 | 21 | 14 | 27 | 13 | 24 | 6 | 15 | 42 |
| Four | 26 | 15 | 32 | 21 | 36 | 21 | 34 | 35 | 27 | - |
| 5 or more | 46 | 35 | 28 | 23 | 17 | 25 | 16 | 6 | 46 | 25 |
| Mean | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 5 | 3 |
| <i>Composition —</i> | | | | | | | | | | |
| Adults only | 25 | 41 | 42 | 54 | 45 | 54 | 48 | 59 | 36 | 42 |
| Children (1 or more) | <u>75</u> | <u>59</u> | <u>58</u> | <u>46</u> | <u>55</u> | <u>46</u> | <u>52</u> | <u>41</u> | <u>64</u> | <u>58</u> |
| Teen | 39 | 28 | 25 | 18 | 23 | 18 | 20 | 12 | 31 | 17 |
| Child 6-12 | 34 | 34 | 26 | 21 | 20 | 21 | 26 | 12 | 29 | 25 |
| Child under 6 | 39 | 27 | 20 | 21 | 20 | 22 | 21 | 12 | 20 | 25 |
| Base | (444) | (322) | (771) | (160) | (186) | (131) | (289) | (17) | (296) | (12) |